

**INDIANA DEPARTMENT OF EDUCATION
SUPPLEMENTAL EDUCATIONAL SERVICES**

2006-2007 COMPLIANCE AND ON-SITE MONITORING REPORT

FOR:

Sylvan Learning Center (New Albany, IN)

DOCUMENT ANALYSIS		OBSERVATION		COMPLIANCE	
Tutor Qualifications	Satisfactory	Lesson matches original description	Satisfactory	Criminal Background Checks	Non-compliance
Recruiting Materials	Satisfactory	Instruction is clear	Satisfactory	Health/safety laws & regulations	In Compliance
Academic Program	Satisfactory	Time on task is appropriate	Satisfactory	Financial viability	In Compliance
Progress Reporting	Satisfactory	Instructor is appropriately knowledgeable	Satisfactory		
		Student/instructor ratio: 2:1-3:1	Satisfactory		

ACTION NEEDED:

A corrective action plan was submitted that addressed concerns related to criminal background checks and ensures that background checks will be completed in accordance with Indiana Department of Education Policies and Procedures.

On-site Monitoring Visit Rubric DOCUMENT ANALYSIS Components

NAME OF PROVIDER: Sylvan Learning Center (New Albany, IN)
REVIEWER: MC

DATE DOCUMENTATION RECEIVED: 5/17/07

Providers are required to submit documentation for each component during the site visit. If documentation is not available on-site, the director or head of the provider's organization, the site director, or another authorized representative will be required to submit documentation to the IDOE within seven (7) calendar days of site visit completion. **Failure to submit evidence could result in removal from the approved provider list.** Providers will be given an Unsatisfactory or Satisfactory for each component. Providers receiving an Unsatisfactory for any component may be required to address deficiencies within 7 calendar days of receiving their final report.

COMPONENT	DOCUMENTATION NEEDED	DOCUMENTATION SUBMITTED (IDOE use only)	S	U	COMMENTS
Tutor qualifications	ONE of the following: -Tutor resumes/applications (<u>all tutors</u>) <i>In addition to:</i> ONE of the following: -Tutor evaluations (<u>all tutors</u>) -Recruiting policy for tutors (<u>one copy</u>) -Sample tutor contract (<u>one copy</u>)	Tutor resumes Sample tutor contract	X		All tutors are certified teachers.
Recruiting materials	TWO of the following: -Advertising or recruitment fliers -Incentives policy -Program description for parents	Recruiting flyer Description of program for parents	X		Recruitment practices and incentives are in line with IDOE incentives policy. Program description is clear and matches description provided in original application.
Academic Program	ONE of the following: -Lesson plan(s) for one class in all subjects offered <i>In addition to:</i> ONE of the following: -Detailed lesson description -Specific connections to Indiana standards -Description of connections to curriculum of EACH district the provider works with.	Lesson plan and individual learning plan Detailed lesson description	X		Lesson plans are individualized based on student learning levels. Additionally, lesson plans provided match descriptions provided in the original provider application, as well as lesson structure observed.
Progress Reporting	TWO of the following: -Sample progress report -Timeline for sending progress reports -Documentation of reports sent	Sample progress report Timeline for report submission	X		Progress report provided is full of information and indicates evidence of ongoing parent and provider communication.

On-site Monitoring Rubric OBSERVATION Components

NAME OF PROVIDER: Sylvan Learning Center (New Albany, IN)
SITE: Sylvan Learning Center (3211 Grant Line Road, New Albany, IN)
TUTOR’S INITIALS (ALL TUTORS OBSERVED): 2 tutors
NUMBER OF LESSONS OBSERVED: 2

DATE: May 2, 2007
REVIEWER: MC, KS
TIME OF OBSERVATION: 3:45 PM

During the site visit, IDOE personnel will visit several tutoring sessions to observe lessons being provided. IDOE reviewers will be looking to see that actual tutoring matches lesson plan descriptions that are provided in requested documents, as well as those that were provided in the original provider application; that tutors and students are spending an appropriate amount of time on task; that instruction is clear and understandable; and that instructors seem knowledgeable about lesson content.

Each provider will receive a mark of “Satisfactory” (S) or “Unsatisfactory” (U) for each component. Providers receiving a “U” in any component may be required to address deficiencies within 7 calendar days of receiving their final report. Failure to address deficiencies may result in removal from the state approved list.

COMPONENT	S	U	REVIEWER COMMENTS
Lesson matches original description in provider application	X		Students were in two groups. One group consisted of three students who were working with various reading materials and worksheets. Once a student completed the reading assignment, the tutor worked individually with that student to assess comprehension, answer questions about the reading, and discuss. The other group consisted of two students who were working on individualized activities that appeared to be appropriate for each student’s individual learning level. While at times the students had trouble concentrating when the tutor’s attention was on the other student, the tutor tried to employ various strategies to keep the students on task. Tutors appeared to be following a highly structured lesson plan for each student. The lessons observed appear to match the description in the provider’s original application.
Instruction is clear	X		Instructions given to students were clear, and students appeared to know what was expected of them. Tutors were able to identify student individual academic levels and it was clear that instruction and lesson materials were adapted to those levels. Tutors did a good job providing assistance and instruction where necessary. They did well asking leading questions to help students correct mistakes were necessary and elicited a variety of responses from students to ensure that they understood concepts.
Time on task is appropriate	X		In group of three, the students appeared to be constantly on task and needed very little redirection. Even when the tutor would spend time working with an individual student, other students in the group remained on task. In the group of two, the students occasionally had trouble staying on task when the tutor’s attention was focused on one student and the other student was supposed to be working individually. However, the tutor employed multiple strategies to keep the children on task as much as possible, and generally didwell individualizing activities and tasks based on the two students’ differing academic levels.
Instructor is appropriately knowledgeable	X		As previously noted, the instructors appeared knowledgeable of the learning and teaching methods employed by the Center. They also appeared knowledgeable of each student’s academic and behavioral level. The instructors appeared to be following a well-structured lesson plan for each student. Tutors provided appropriate feedback and encouragement where necessary.
Student/instructor ratio: <u>2:1 to 3:1</u>	X		Student/instructor ratio was 3:1 or lower, which matches or is lower than the ratio described in the application (3:1).

On-site Monitoring Visit Rubric

COMPLIANCE Components

NAME OF PROVIDER: Sylvan Learning Center (New Albany, IN)
REVIEWER: MC

DATE DOCUMENTATION RECEIVED: 5/17/07

The following information is rated “Compliance” (C) or “Non-Compliance” (N-C). Selected documentation listed for each component must be submitted as part of the site visit monitoring. If documentation is not available on-site, the director or head of the provider’s organization, the site director, or another authorized representative will be required to submit documentation to the IDOE within seven (7) calendar days of site visit completion. **Failure to submit evidence could result in removal from the approved provider list.**

If a provider is deemed to be in non-compliance with any component for which evidence has been requested, the provider may be contacted and may be required to develop and submit a corrective action plan for getting into compliance within 7 calendar days. If the corrective action plan is not submitted, if the corrective action plan is inappropriate or insufficient, or if the corrective action plan is not implemented, the provider may be removed from the state-approved list.

COMPONENT	REQUIRED DOCUMENTATION	DOCUMENTATION SUBMITTED (IDOE USE ONLY)	C	N-C
	ALL of the following:			
Criminal background checks	-Criminal background checks from an appropriate source for every tutor and any other employees working directly with children.	-Criminal background checks were submitted and it appears were completed on every person working with the organization. However, it appears that a tutor, initials K.F., who was observed working with two students on 5/2/07 had a background check completed on 5/16/07. This is a violation of IDOE policies and procedures, which clearly indicate that background checks must be completed before a tutor begins working with children. In addition, it appears that other background checks were released to employees and not to the employer. As per IDOE policies and procedures, background checks must be released to the employer and may not be submitted by the employee. Finally, it is recommended that the provider determine a consistent method of conducting background checks.		X
	ONE of the following: -Student release policy(ies) <i>In addition to:</i>	Student release policy Transportation policy	X	

Health and safety laws and regulations	<ul style="list-style-type: none">-Safety plans and/or records-Department of Health documentation of physical plant safety (if operating at a site other than a school)-Evacuation plans/policies (e.g., in case of fire, tornado, etc.)-Transportation policies (as applicable)	Evacuation plan/procedures		
Financial viability	<p>TWO of the following:</p> <ul style="list-style-type: none">-Notarized business license or formal documentation of legal status-Audited financial statements-Tax return for the past two years	Business license Tax return	X	